

FRANKLIN COUNTY DATA CENTER
Job Posting: **Desktop (Service Desk) Team Lead**

ANNUAL SALARY: \$51,113-66,447 **Excellent Benefits Package

SUMMARY

Supervises and coordinates activities of the service desk team by performing the following duties personally or through subordinate leaders. As the single call point for the customer, the service desk team will receive all service requests, with an appropriate team member taking the responsibility to internally coordinate and manage it to completion. Must successfully complete 120-day probationary period.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provides overall leadership and direction to the service desk teams. Ensure their development by providing adequate training and guidance.
- Establish customer services processes, best practices and performance measures for the team
- Obtains a thorough understanding of customers' business practices, processes, and standard operating procedures.
- Builds and manages customer relationships. Meets with users to determine quality of service and identify needs.
- Adjusts hours of work, priorities, and staff assignments to ensure efficient operation, based on work load.
- Support service desk team's daily tasks; assisting as needed to meet customer's daily needs.
- Solves or assists service desk representatives in solving, non-routine or complex software, hardware, and procedure problems.
- Coordinates installation of hardware and software, and implementation of procedure changes.
- Reviews daily logs and reports to detect recurring slowdowns or errors. Makes necessary adjustments to improve efficiency.
- Creates tools to measure the efficiency of both individual and team performance results. Utilizes the results to motivate performance.
- Creates long-term strategies for growth and maintenance of the service desk teams and makes budgetary recommendations to upper management.
- Oversee and coordinate monthly salvage removal with outside agencies
- Support Data Center responsibilities with project delivery.
- Review and provide recommendation for new and mobile technology adoption.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises service desk team members including providing leadership for daily operations and

support, overseeing performance management activities, and administering progressive discipline.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Advanced customer service skill set/ability to meet with users directly, solve their issues, and leave the user with a very positive experience
- Ability to multi-task, handle multiple high-priorities; balance priorities
- Ability to be mobile – move from building to building
- Ability to interact with management
- Process oriented and strong working knowledge of ITIL process
- Excellent written and verbal communication skills
- Strong troubleshooting skills and attention to detail
- Strong organizational and time management skills
- Self-motivated and reliable
- Must be able to improvise in an acceptable manner in order to react to a pressure situation
- Must be able to work effectively independently, or as a member of a team
- Strong communications and relationship building ability and customer service skills

EDUCATION and/or EXPERIENCE

An associate's degree in Computer Information Technology or Business Administration is desired. Four years of Computer Customer Service experience is required. Two years' experience in management and supervision is strongly preferred. Experience with IBM mainframe and midrange computers is desired. Experience with Windows NT Servers is beneficial. Must have strong written and verbal communications skills. Must be a proven team leader.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

CompTIA A+, Microsoft Certified Technical Specialist (MCTS)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an

employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,
Sick and Vacation Accrual, Tuition Reimbursement
Send resume, references, and salary requirements to:**

**FRANKLIN COUNTY DATA CENTER
Attn: Jessica Wilkins-Bibbs, Director, Human Resources
373 S. High St. 9th Floor Columbus, OH 43215-4599
fcdcjobs@franklincountyohio.gov
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